

**LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY
1362 Rutan Court, Suite 100
Livermore, CA 94551**

WHEELS Accessible Advisory Committee

Meeting

DATE: Wednesday, September 6, 2017

PLACE: Dublin Library
200 Civic Plaza, Dublin, CA 94568
PLEASE NOTE THE MEETING PLACE CHANGE

TIME: 3:30 p.m.

AGENDA

	Action Recommended by Staff	
1. Call to Order		3:30
A. Approval of Agenda and Modifications if necessary	Action	
2. Citizens' Forum: An opportunity for members of the audience to comment on a subject not listed on the agenda (under state law, no action may be taken at this meeting)	Information	3:35
3. Minutes of July 5, 2017 meeting (please review prior to meeting)	Action	3:40
4. Chair's Message	Discussion	3:45

5. Alameda County Fair - 2017	Information	4:00
6. 3rd and 4th quarter Dial-A-Ride Operations Report	Information	4:15
7. PAPCO Report	Information	4:25
8. Dial-A-Ride Operational Issues – Suggestions for Changes	Information	4:30
9. Fixed Route Operational Issues – Suggestions for Change	Information	4:45
10. Adjournment	Information	5:00

I hereby certify that this agenda was posted 72 hours in advance of the noted meeting.

Jennifer Suda

8/31/17

LAVTA Administrative Services Department

Date

On request, the Livermore Amador Valley Transit Authority will provide written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings. A written request, including name of the person, mailing address, phone number and brief description of the requested materials and preferred alternative format or auxiliary aid or service should be sent at least seven (7) days before the meeting. Requests should be sent to:

*Executive Director
Livermore/Amador Valley Transit Authority
1362 Rutan Court, Suite 100
Livermore, CA 94551
Fax: 925.443.1375
Email: frontdesk@lavta.org*

AGENDA

ITEM 3



LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY
1362 Rutan Court, Suite 100
Livermore, CA 94551

WHEELS Accessible Advisory Committee

DATE: Wednesday, July 5, 2017

PLACE: Pleasanton Senior Center
1362 Rutan Court, Suite 100, Livermore, CA

TIME: 3:00 p.m.

DRAFT MINUTES

1. Call to Order

The WAAC Chair Carmen Rivera-Hendrickson called the meeting to order at 3:07 pm.

Agenda was approved.
Rivera-Hendrickson/Costello

Members Present:

Connie Mack	City of Dublin
Shawn Costello	City of Dublin
Carmen Rivera-Hendrickson	City of Pleasanton
Glenn Hage	City of Pleasanton
Regina Linse	City of Pleasanton – Alternate
Russ Riley	City of Livermore
Jan Cornish	City of Livermore
Herb Hastings	County of Alameda
Judy LaMarre	County of Alameda – Alternate
Melanie Henry	Social Services Member
Raymond Figueroa	Social Services Member
Amy Mauldin	Social Services Member

Staff Present:

Christy Wegener	LAVTA
Kadri Kulm	LAVTA
Juana Lopez	MTM

Christian Pereira MV Transportation

Members of the Public:

Becky Hopkins City of Pleasanton
Richard Weiner Nelson\Nygaard
Robert Allen Livermore resident

2. **Citizens' Forum: An opportunity for members of the audience to comment on a subject not listed on the agenda (under state law, no action may be taken at this meeting)**
None
3. **Minutes of the May 3, 2017 meetings of the Committee**
Approved.
Rivera-Hendrickson/Mack
4. **Elect Chair and Vice Chair for FY2018**
The committee members elected Jan Cornish for the WAAC Chair and Herb Hastings for the Vice-Chair positions.
5. **Mobility Forward Update and Presentation**
Richard Weiner from Nelson\Nygaard gave a presentation of the Mobility Forward study. The committee members provided their feedback.
Staff updated the committee that about 450 surveys about the study had been filled out. Shawn Costello suggested that the survey should have had a question if the respondent feels comfortable riding fixed route and comfortable with the driver. Connie Mack added that when she filled out the online survey she tried to incorporate comments she had heard from other riders as well.
Shawn Costello reminded staff and Nelson\Nygaard that ACTC's wheelchair breakdown service was discontinued.
6. **Establish Meeting Times and Locations for FY 2018**
The committee members chose to have the FY2018 meetings to be held in Dublin at the Dublin Civic Center. Staff to follow up with the City of Dublin staff on the availability.
Approved.
Hastings/Costello
7. **LAVTA Paratransit Budget for FY2018**
Staff gave a report on the FY18 paratransit budget. Carmen Rivera-Hendrickson noted that new housing that is being built in Tri-Valley may affect the budget in

terms of new trip generations. The group discussed how housing should try to be located adjacent to quality, fixed-route bus service.

8. Dial-A-Ride Issues – Suggestions for Changes

Carmen Rivera-Hendrickson added a comment that applies to both DAR and FR. She said she had tried to go to San Ramon Kaiser by Wheels fixed route, but q-pod wheelchair securements in the bus malfunctioned and she was stuck in the bus for an hour. She noted that due to this malfunction a DAR vehicle was used to get her to/from Kaiser, San Ramon, and not any of the Wheels FR supervisor vehicles. Ms. Rivera-Hendrickson said that new buses should be brought to WAAC team and the system needs to work.

Russ Riley added that San Leandro Kaiser offers a free shuttle to/from the BART station.

9. Fixed Route Issues – Suggestions for Changes

Robert Allen addressed the committee about the Airway Park and Ride in Livermore.

Herb Hastings reported that the EB Route 10R bus stop in Pleasanton by Valley Care needs to be more accessible and that the sidewalk is too short. Mr. Hastings also mentioned that for the Pleasanton's Wednesday night's party in June, there was a new 10R driver who didn't complete the detour correctly, leaving the downtown Pleasanton stop without bus service for two hours. He stated that the drivers should know the detour loop that is being used when streets are closed for downtown Pleasanton activities.

Carmen Rivera-Hendrickson said that the Route 10R on the night of July 4th only had one small bus for a group of people, including seven wheelchairs. She said they had stayed in there for an hour as the police had closed down some streets and were not letting the bus through.

10. Adjourn

The meeting was adjourned at 4:58pm.

AGENDA

ITEM 5



Wheels Accessible Advisory Committee

WAAC

SUBJECT: Alameda County Fair - 2017

FROM: Christy Wegener, Director of Planning and Operations

DATE: September 6, 2017

Action Requested

None – Information only

Background

For 2017, Wheels ran a dedicated shuttle between BART and the Alameda County Fairgrounds (Route 52). This is a summary of ridership.

Discussion

The shuttle (Route 52) operated hourly during Fair times and did not operate when the Fair was closed. The dedicated shuttle itself carried a total of 3,559 boardings throughout its operation during the Fair. Combined with the additional riders on Route 10R, in total Wheels carried approximately 4,000 passenger trips to the Fair.

The Marketing department had signage at BART and the Fair stops, as well as ran KKIQ ads and social media posts. The Fair also ran KKIQ ads, purchased a pole wrap at BART to highlight the new service, had information on their website, and also had marquis signage highlighting the shuttle.

In 2016, approximately 4,600 trips were taken on Wheels Route 8 and 10 to the Fair.



Action Requested

None – Information Only

AGENDA

ITEM 6



STAFF REPORT

SUBJECT: FY 2017 3rd and 4th Quarter Report – Operations

FROM: Kadri Klm, Paratransit Planner

DATE: September 6, 2017

Action Requested

This is an informational item.

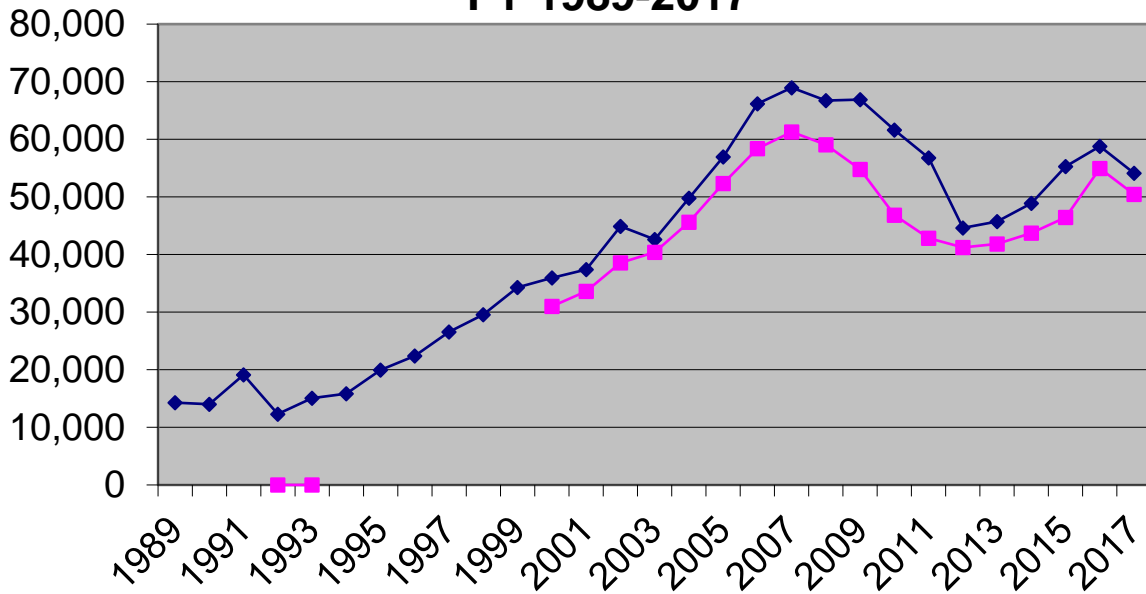
Background

This report is intended to provide the Committee with a summary of paratransit operations for the third quarter of FY2017 (January to March, 2017) and 4th quarter of FY2017 (April-June, 2017).

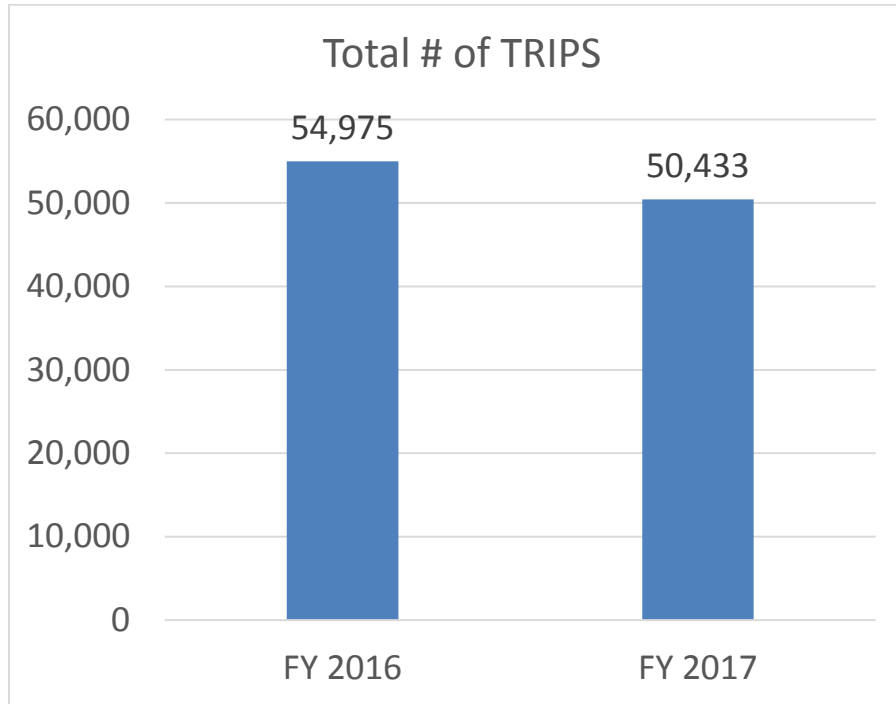
Discussion

The graph below provides an overview of the historic paratransit ridership trend from the agency’s inception thru the fiscal year FY2017:

**Annual Paratransit Ridership Trends
FY 1989-2017**

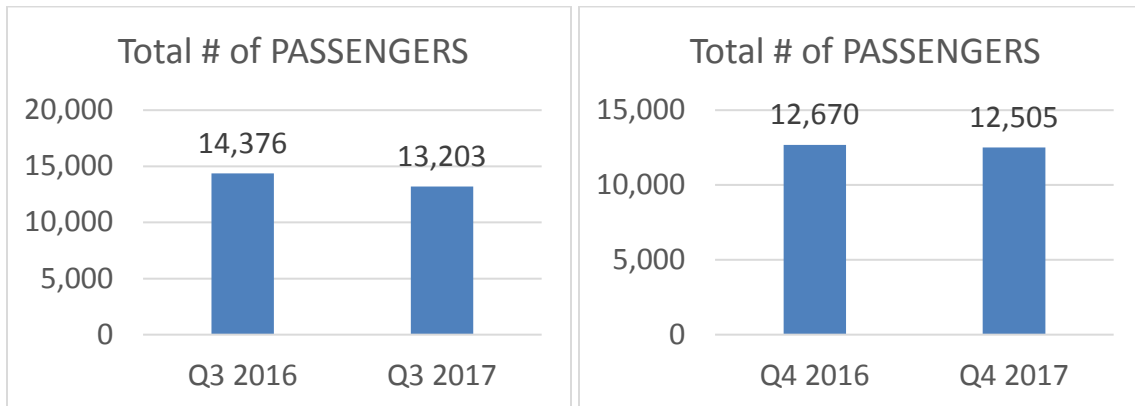


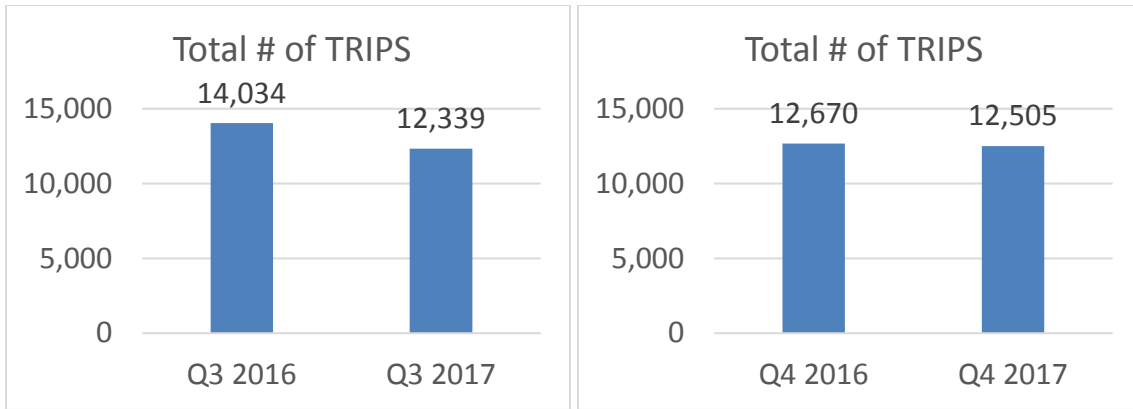
Between the FY2016 and FY2017 the agency experienced an 8.3% decrease in the percentage of trips from 54,975 trips provided in FY2016 to 50,433 trips in FY2017 as the chart below illustrates:



LAVTA pays the operations contractor on the per trip bases.

FY17 3rd and 4th Quarter Ridership (January-June, 2017):



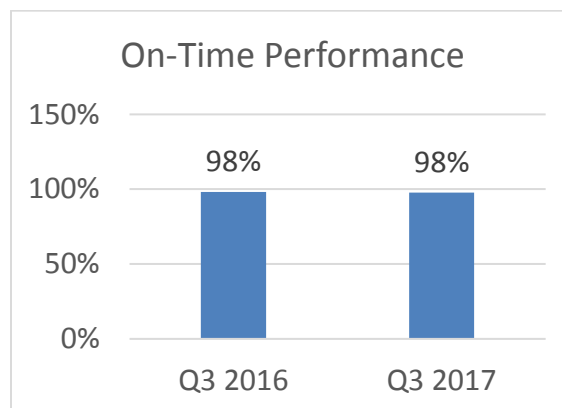


The FY2017 Q3 the total number of passengers served on paratransit, which includes personal care attendants (PCAs) and companions, decreased by 8% from 14,376 to down to 13,203 when compared to the same three months the year prior. The number of trips during the same time period decreased by 12% from 14,469 to 13,759.

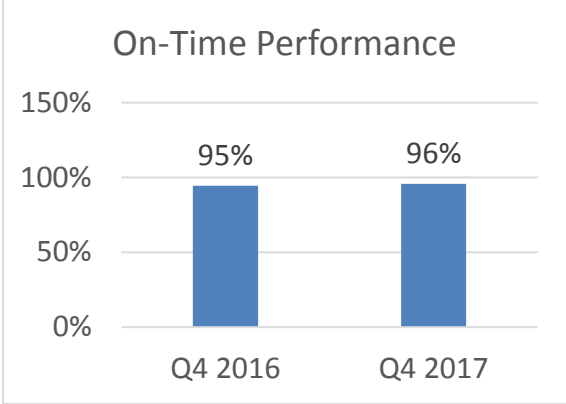
The FY2017 Q4 the total number of passengers served on paratransit (including PCAs and companions) decreased by 3.5% from 13,810 down to 13,327 when compared to the same three months the year prior. The number of trips during the same time period decreased by 1.3% from 12,670 to 12,505

On-Time Performance:

On-time performance (OTP) remained high at 98% both in Q3, FY17 and Q3, FY16:



OTP increased by 1% from 95% in Q4, FY16 to 96% in Q4, FY17.



The OTP performance standard is 95%.

Next Steps

None

Recommendation

None – information only.